

Quality of Life Interview v2

A brief overview of National Core Indicators Project:

“In January 1997, the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute launched the Core Indicators Project. The name of the data collection collaborative was changed to National Core Indicators (NCI) in 2002. The aim of the initiative is to develop nationally recognized performance and outcome indicators that will enable developmental disabilities policy makers to benchmark the performance of their state against the performance of other states. Currently, over twenty two states participate. National Core Indicators also enables each participating state developmental disabilities agency to track system performance and outcomes from year to year on a consistent basis. The NCI Steering Committee, composed of participating state coordinators, determines the overall direction of the initiative.”

Description of the Quality of Life Interview Project:

Maine has been using the Quality of Life Interview (QOL) for over 5 years to collect and report information gathered around specific indicators of quality and overall satisfaction with services and supports. Agencies providing residential, day and/or employment support services are asked to conduct interviews with adult consumers receiving case management and a home support service (ie. residential care, personal supports, shared living etc). Interviewers must attend a QOL training prior to administering the interview

QOL Highlights:

- The Quality of Life Interview (QOL) is an adapted version of NCI's Consumer Survey. The QOL maintains consistency with the national project and enables comparisons with other participating states. Selections for consumer interviews are done annually by DHHS-QI.
- The QOL is a data collection tool based on pre-determined topics or domains. Questions are based on core indicators.
- Standardizing questions and methodology is essential when drawing comparisons. The QOL is different from open-ended interviews. Standardized questions and coded responses enable responses to be summarized to identify trends and general comparisons.
- The QOL is voluntary. Consumers/guardians may choose to participate in the interview; consent may also be given for a proxy respondent to be interviewed in Section II.
- Reporting is done on an annual basis. Reports on national data are available at www.hsri.org. Internally, results are used for quality improvement purposes, inform on system performance and support Consent Decree and Waiver compliance. Agencies submitting data throughout the year, may request individual reports. Contact the project coordinator to discuss individual reports.

Interviewer Responsibilities

- Consider the most appropriate person to conduct the interview. Only trained interviewers administer the tool. Coordination with other collaborating service providers is encouraged.

- Have an understanding of the purpose of this project. Be knowledgeable of the interview tool and prepared to answer questions about the project or areas covered in the interview. Using familiar language and being able to move through the tool helps the interview process.
- Stop the interview at any time if there is discomfort. Do not put the consumer, yourself or anyone else at risk.
- Be professional and respectful while maintaining integrity of the project.
- Atmosphere/Environment and Scheduling.
 - This should be a comfortable, private area whenever possible.
 - Interview consumers face-face. Others may contribute by phone.
 - Be aware of body language (yours and theirs).
- Although others (interpreter for assistance/support person) may be present if necessary or requested, the interviewer should not allow for anything or one to influence the consumer
- Do not use this as pre planning tool. Information is not to be shared for any other purpose without the explicit permission from the consumer/guardian.



Interview Outline

- **Consent:** This interview is voluntary! Be sure to have gone over the purpose of the project at an appropriate level when presenting this project to gain consent; review topics that questions probe and address questions that may come up. Consumer responses are confidential, inform the consumer/guardian other sources may be contributing information (eg. information around employment, health status etc) One copy of the consent form must be submitted with the interview tool to Quality Improvement, one must be provided to the consumer/guardian & the original remains with the original survey
 - Go with the guardian.
 - Consumers/guardian may consent to a proxy respondent for questions in Sec II. Consider the most appropriate respondent for each individual.
 - Verbal consent is OK, but should be followed up with a signed copy.
- **Pre Survey and Background.** Important information is gathered to set up and conduct the interview. Covers contact info, health, employment, residency etc.
 - Your agency may decide who gathers this information. All information should be complete and correct to the best of your knowledge. Coordination with other service providers (ie case managers, day/employment support staff) is encouraged.
 - This portion of the tool will be collected for all individuals.
- **Section I:** For the consumer responses ONLY, right or wrong. Interviewers can give feedback regarding reliability and validity later in this section.
 - If interpretation is not feasible, or there is no expressive communicative skills move to questions 25-27 and Section II
- **Section II.** May include responses from consumer and those who know and/or work with the consumer and can offer input. Make an effort to have more than just interviewer responses, it lends to validity and enhances results.
 - Record the most valid response. Report the respondent for each question.
 - Complete the Interviewer Feedback.